

NOTICE OF SPECIAL MEETING

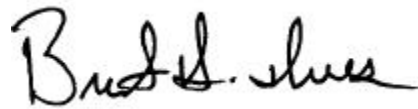
Pursuant to Section 54956 of the Government Code of the State of California, a Special Joint Meeting of the **Tracy City Council** and the **Parks and Community Services Commission** is hereby called for:

Date/Time: **Tuesday, February 4, 2014, 6:00 p.m.**
(or as soon thereafter as possible)

Location: **Council Chambers, City Hall**
333 Civic Center Plaza, Tracy

Government Code Section 54954.3 states that every public meeting shall provide an opportunity for the public to address the Tracy City Council or the Parks and Community Services Commission on any item, before or during consideration of the item, however no action shall be taken on any item not on the agenda.

1. Call to Order
2. Roll Call
3. Items from the Audience - *In accordance with Procedures for Preparation, Posting and Distribution of Agendas and the Conduct of Public Meetings, adopted by Resolution 2008-140 any item not on the agenda brought up by the public at a meeting, shall be automatically referred to staff. If staff is not able to resolve the matter satisfactorily, the member of the public may request a Council Member or a Parks and Community Services Commission Member to sponsor the item for discussion at a future meeting.*
4. ACCEPT AND DISCUSS REPORT ON CURRENT AND FUTURE SENIOR NEEDS AND PROVIDE DIRECTION ON NEXT STEPS
5. Adjournment



Mayor

Date Posted: January 30, 2014

The City of Tracy complies with the Americans with Disabilities Act and makes all reasonable accommodations for the disabled to participate in public meetings. Persons requiring assistance or auxiliary aids in order to participate should call City Hall (209-831-6105), at least 24 hours prior to the meeting.

Any materials distributed to the majority of the Tracy City Council and the Parks and Community Services Commission regarding any item on this agenda will be made available for public inspection in the City Clerk's office located at 333 Civic Center Plaza, Tracy, during normal business hours.

AGENDA ITEM 4

REQUEST

**ACCEPT AND DISCUSS REPORT ON CURRENT AND FUTURE SENIOR NEEDS
AND PROVIDE DIRECTION ON NEXT STEPS**

EXECUTIVE SUMMARY

On July 2, 2013, staff was directed by City Council to facilitate Community Conversation meetings with the public. These series of meetings would be facilitated by an outside consultant along with assistance from the Senior Steering Committee. The forum would provide seniors and community stakeholders the opportunity to identify issues that are of importance to the seniors in the Tracy community.

On December 9, 2013, the City hosted the Community Conversation Meetings with the assistance of a management consultant and the Senior Steering Committee who worked together, to identify and discuss current and future service needs for seniors in the Tracy community. The forum provided the opportunity for seniors and community stakeholders, to discuss the current strengths and opportunities for Senior services in Tracy and the current limitations and issues affecting senior services and future needs.

DISCUSSION

At the July 2, 2013, City Council meeting, Council directed staff to explore the formation of a Senior Steering Committee to guide a series of community conversations with the public. Additionally, Council appropriated \$10,000 to hire a consultant to assist with facilitating the Community Conversations and prepare and present a report summarizing the findings.

The City of Tracy selected *The Consulting Team, LLC*, who facilitated the Community Conversation Meetings. The Consulting Team has consulted to over 50 cities during the past 20 years. Key consultants, including Dr. Manning, Ms. Schmitz, and Ms. Weimer serve on several non-profit boards in their respective communities which keeping them informed about current community needs, including seniors.

On October 1, 2013, Council appointed the seven-member Senior Steering Committee, which consists of four Commission representatives and three at-large resident representatives. The seven members include Walter Gouveia (Parks and Community Services Commission), Jass Sangha (Planning Commission), Mercedes Silveira (Tracy Arts Commission), Daniel Ramey (Transportation Commission), Cynthia Gustafson, (Resident representative), Brent Riddle (Resident representative), and Bill Aragon (Resident representative).

On November 7, 2013, the consultants (Dr. Manning and Ms. Schmitz) met with various City staff from Code Enforcement, Recreation, Fire, Police and the Transportation Divisions. The intent of the meeting was to better understand how the City's various departments interact with senior-related issues. Staff from the designated divisions attended the Community Conversation Meetings to assist with facilitating small group discussions, answer questions and provide resource materials at the meetings.

On November 18, 2013, the consultant (Ms. Schmitz) held a pre-planning meeting with the seven member Senior Steering Committee. The purpose of the meeting included: meet and greet between consultant and seven committee members; set parameters of the upcoming Community Conversation Meetings; set date, time, and location of the two Community Conversation Meetings with the public; define the role of the Senior Steering Committee at the Community Conversation Meetings; and review proposed agenda for the Community Conversation Meetings. The Senior Steering Committee selected Monday, December 9, 2013, to host the two Community Conversations. The first meeting was held from 10:00 a.m. to 11:30 a.m., and a second meeting was held from 6:00 p.m. to 7:30 p.m. The meetings were held at the Tracy Community Center, which is centrally located and easily accessible by public transportation.

The Consulting Team has prepared a report and presentation (Attachment A) to provide City Council and the Parks and Community Services Commission the results from the Community Conversation Meetings.

The information gathered are the results from a total of 43 community members who attend the Community Conversation Meetings. The following are key areas that received positive comments: Senior Center programs and activities, fairs, and classes (25); community of Tracy (16); county, state, and federal programs (8); transportation (1); volunteer programs (9); communications and informational material (4); discounts and scholarships (1).

Key areas receiving comments on issues and needs were Senior Center programs and activities, fairs, and classes (34); Senior Center facility issues (18); public and home safety (49); community of Tracy amenities and concerns (24); transportation (11); county, state, and federal programs (5); communication and informational material (23); care-giving needs (9); volunteer programs (9); discount and scholarships (3).

Based on the results from the Community Conversation Meetings, staff recommends the following options for City Council to consider:

- Effective May 2015, during Older Americans Month, the City will host a Community Conversation Meeting. The meeting will be open and marketed to the entire community. The purpose will be to identify and discuss current and future needs for Tracy seniors. The results of this meeting will be presented to the Parks and Community Services Commission and the Council annually.
- Interviews for all Commissions should include specific senior services related questions as part of the interview process.
- Staff will provide quarterly reports to the Parks and Community Services Commission on senior related items.
- Senior Center and staff will continue to be the resource hub to connect seniors and their families to local and county services via email, in person, by phone or mail.

- Increase the Lolly Hansen Senior Center daily operating hours by 1.5 hours from 9:00 a.m. to 3:00 p.m. to new proposed time 8:30 a.m. to 4:00 p.m. Additionally increase fitness offerings to include daily afternoon classes at the Senior Center. Should Council approve to increase Senior Center hours and fitness offerings, it will require an appropriation to the General Fund.
- Consider the Senior Center for expansion or new facility as part of the CIP process.
- Present findings to other applicable organizations and agencies to encourage the enhancement of existing senior services or implementation of new activities.

STRATEGIC PLAN

This item is in accordance with the Council Strategic priority, Quality of Life, Goal 1, Improve current recreation and entertainment programming and services to reflect the community and match trending demands.

FISCAL IMPACT

Discussion of this report has no impact to the General Fund at this time.

RECOMMENDATION

It is recommended that City Council and the Parks and Community Services Commission accept and discuss the report on the current and future needs of senior citizens in Tracy based on the results from the Community Conversations and provide direction on the next steps.

Prepared by: Jolene Jauregui, Recreation Coordinator II
Kim Scarlata, Recreation Services Program Manager

Reviewed by: Maria A. Hurtado, Assistant City Manager

Approved by: R. Leon Churchill, Jr., City Manager

ATTACHMENTS

Attachment A - Presentation and report on Senior Community Conversations by The Consulting Team

Attachment B - Community Conversation Meetings Registered Participants graph

Attachment C - Community Conversation Meetings Minutes from December 9, 2013

City of Tracy
Senior Steering Committee
Public Meetings
December 9, 2013

Executive Summary:

At the direction of the City of Tracy City Council, The Recreation Services Department and the Senior Steering Committee held a day of public meetings to gather information about senior services, needs, and issues in Tracy. Elaine Schmitz, Senior Associate of The Consulting Team, facilitated the meeting. City facilitators recorded participants' comments. A total of 43 people attended the meetings and provided feedback.

Key areas receiving positive comments were Senior Center programs and activities, fairs, and classes (25); City of Tracy (16); county, state, and federal programs (8); transportation (1); volunteer programs (9); communications and informational material (4); discounts and scholarships (1).

Key areas receiving comments on issues and needs were Senior Center programs and activities, fairs, and classes (34); Senior Center facility issues (18); public and home safety (49); Community of Tracy amenities and concerns (24); transportation (11); county, state, and federal programs (5); communication and informational material (23); care-giving needs (9); volunteer programs (9); discount and scholarships (3).

Recommended next steps:

- Present findings to City Council
- Review Senior Center recommendations to determine those Recreation Services may implement
- Present findings for follow-up to other organizations and agencies responsible for activities and tasks that received comments
- Prioritize issues that pertain to the City of Tracy and consider for addition to future plans

Elaine Schmitz
Senior Associate
The Consulting Team

Roles:

The Consulting Team Consultants:

Development: Marilyn Manning and Elaine Schmitz

Meeting Facilitator: Elaine Schmitz

Report Development: Elaine Schmitz and Marilyn Manning

Recreation Staff

Support: Kim Scarlata, Recreation Services Program Manager; Jolene Jauregui, Recreation Coordinator II; Stephanie Arganbright, Recreation Coordinator III; Justin Geibig, Recreation Leader III

Senior Steering Committee:

Observers: Bill Aragon, Walter Gouveia, Cynthia Gustafson, Daniel Ramey, Brent Riddle, Jass Sangha, Mercedes Silveira

City Facilitators:

Small discussion group facilitators and recorders: Facilitator Staff Ed Lovell, Facilitator Staff Ana Contreras, Facilitator Staff Vivian Mendoza, Facilitator Staff Maria Peterson

Registered Participants:

Provide needed information for Steering Committee; Nancy Young, City Council: morning and evening session participants (see Attachment B)

Collections Process:

- Working with City staff and Steering Committee members, The Consulting Team (TCT) consultants developed an agenda for the public with the purpose of gathering feedback on the current strengths and opportunities of Senior services in Tracy and the current limitations of and issues about Senior services and their future needs.
- Two separate meetings were held on December 9, 2013. The morning session was called to order at 10:00 a.m. and closed at 11:30 a.m. Twenty-seven participants registered for this meeting (two left before the session ended). The evening session was called to order at 6:00 p.m. and closed at 7:30 p.m. Fifteen participants registered for the evening meeting. Two registrants participated in both sessions of this interactive data-gathering effort.
- Staff called each meeting to order and the consultant reviewed the agenda and meeting process. Thirty minutes of each meeting session were spent identifying the strengths and opportunities of the current Senior services. The

data was obtained from the whole group by the consultant and recorded on easel sheets by a trained City Facilitator. The Steering Committee observed the process.

- In the second part of the meeting session, participants seated in small groups provided feedback on current limitations and issues, as well as future needs. The groups were cautioned by the consultant to avoid naming solutions, as that is the responsibility of the City Council and the Parks and Community Services Commission. City Facilitators recorded attendees' responses on easel sheets, so that the participants could view exactly what would be reported and provide clarification, if needed. The consultant instructed the Steering Committee to observe the groups and take their own notes. She asked them not to contribute or comment, in order to ensure participants' input was unbiased. Recreation staff observed throughout the meetings. The second part took approximately 45 minutes.
- The morning session was concluded without the total recorded meeting input being posted for the participants to view. The evening session was altered to allow the quick posting of all input for the participants to view. Although this changed the process between the groups, there were no new remarks made or added to the feedback in the second session when the meeting was adjourned.

Steps taken to ensure uniformity of data gathering: from **Facilitator and Observer Guide December 9, 2013 Seniors Community Conversation**

Ground Rules:

1. *Be welcoming and friendly.*
2. *Listen to, facilitate, and record open, candid conversation. Be neutral in asking questions, in your comments, and in your recording.*
3. *Be polite to all participants. Calmly and tactfully redirect them back to the subject or remind them we are not seeking solutions.*
4. *If people take excessive time to make their points, remind them of time limitations and the need to hear from everyone. Offer them time after others have contributed. (See rule 3 for guidance.)*
5. *Record the essence of all comments. If they sound like solutions, list on a separate sheet. Remind the group we are seeking issues, needs, and limitations.*
6. *Pay attention to the physical limitations of the participants. Recorders need to use large and clear lettering. Remember to speak clearly; check to ensure all in your group have heard your instructions, comments, and questions.*
7. *As an observer or facilitator, limit your personal comments in order to support open, unbiased data gathering.*
8. *Pay attention to the consultant. She will be giving instructions and tracking the time.*

Process:

Each table needs one facilitator. If there are more facilitators, wait and then join a table with more participants. You can then help by recording the comments. Welcome the participants when they join your table. Answer their questions about the meeting agenda.

The facilitators will collect the issues, limitations, and Senior needs during each session using the ground rules. The consultant will visit the small groups to observe and help where necessary.

Possible Anomalies in Data Collection:

- City facilitators were non-uniform in their recording practices. The consultant minimally altered the wording of the recorded comments to create uniform data for analysis.
- There were some interactions between Steering Committee members and the participants that may have biased the input.
- Two citizens alerted the Recreation Division staff that they wanted to attend the December 9 meeting and were unable to be at either session. They were offered a write-in survey sheet. One responded. The input provided from that survey on strengths, what is currently working, issues, needs, limitations, and concerns was added into the data analysis.

Raw Data:

The complete listing of recorded input from the easel sheets is available in the official session minutes (Attachment C).

Data Analysis:

During the first part of each meeting session, the large group identified **strengths and what is currently working** in Senior services within the City of Tracy. Comments are gathered from a total of 2 groups and one mail-in survey.

Sample Breakdown:

A total of 40 participants attended the meetings: 27 in the morning and 15 in the evening. Two people participated in both meetings, and one person provided feedback on a written survey that asked the same questions as the meetings, resulting in feedback from 43 total respondents. (The Recreation Staff received the written survey via fax four days after the meeting.)

A breakdown of description of registrants:

- Senior Center users: 16
- Health care professionals: 2; 1 left after signing in and did not participate in the session
- Senior or community agency: 11; 1 left after signing in and did not participate in the session
- Other: 16

Ages of the participating registrants:

- Under 50: 5
- 50-60: 4
- 61-70: 21
- 71-80: 8
- 81-90: 4

Survey respondent is in the 61-70 age range and uses the Senior Center.

Results by Session: See Attachment II

Combined Results of Both Sessions by Category

Strengths and what is currently working:

Senior Center Specific Comments:

Senior Center Programs and Activities (15 recorded comments)

1. Fitness program (AM/PM)¹
2. Exercise program is great²
3. Bingo (AM/PM)
4. Brown Bags twice monthly +1³
5. Mobile Farmers Market- once a month on the 4th Wednesday
6. Senior Awareness Day at Mickey's Grove
7. Free transportation to Senior Awareness Day at Mickey's Grove
8. Health support groups
9. Paralegal Aid twice monthly
10. Senior trips 3 times yearly (AM/PM)
11. Recreation and cultural arts programming

¹ Recorded in morning (AM) and evening (PM) sessions; total comments tallied include both meetings

² Comments were added from a mail-in survey; distinctive comments are denoted by italics throughout.

³ + (numbers) denote comments that were similar or the same as the listed comment; total tally for each section includes listed comment and number of marks.

Senior Center Fairs (4 recorded comments)

1. Health Fairs: receive free screening, equipment and resources (AM/PM)
2. Resource Fairs: receive free equipment and resources (AM/PM)

Senior Center Classes (6 recorded comments)

1. AARP driving classes
2. Ukulele class
3. Line dancing class
4. Craft classes (AM/PM)
5. Classes at the Grand Theater

Government Specific Comments:

Community of Tracy (16 recorded comments)

1. Senior Scholarship Program- \$40,000 CDBG grant for recreation classes and cultural arts programs; eligible receive \$150.00/fiscal year (AM/PM)
2. Girls Night Out! event
3. Tracy Mall Walking Program- opens early for walking Seniors
4. Astoria Gardens/ Heritage Place- Senior assisted living facilities
5. Tracy Interfaith
6. Outside recreational facilities
7. Good shopping
8. Grand Theatre
9. Movie theater
10. Farmers Market
11. Farmers Market food giveaways
12. Downtown area (especially coffee shops)
13. Tracy Museum
14. Tracy Municipal Airport
15. Drug Take Back Program (Tracy Police Department in partnership with the DEA) - twice/year (The lobby of the Tracy Police Department is a designated 24 hour drop off location.)

County/State/Federal Programs (8 recorded comments)

1. San Joaquin County lunches- reasonable cost
2. Meals On Wheels (AM/PM/survey)
3. AARP free tax preparation for Seniors (AM/PM)
4. HICAPP Program - Federal program explains Medicare plans (AM/PM)

Transportation - (1 recorded comment)

1. TRACER
 - Para-transit

General Comments:

Volunteer Programs (9 recorded comments)

1. Tracy Volunteer Caregivers +1
2. Are You OK? program
3. Neighborhood Watch programs
4. Lawyers in the Library
5. Veterans organization
 - Weekly Jam sessions
 - Monthly dinners
6. City supported volunteer organization that Seniors join

Communication/Informational Material (4 recorded comments)

1. Activity guides for the Recreation Division
2. Senior Center
3. Televised announcements on Channel 26
4. Programs and seminars

Discounts and Scholarships (1 recorded comment)

1. Senior discounts

The second session of each meeting divided participants in small groups to discuss the **current issues, needs, limitation, and concerns** of Seniors in the City of Tracy. Comments were gathered from a total of 7 small groups and one mail-in survey.

Results by Session: See Attachment II

Combined Results of All Groups in Both Sessions by Category:

Current issues, needs, limitation, and concerns:

Senior Center Specific Comments:

Senior Center Programs and Activities (22 recorded comments)

1. More trips
2. Bingo Game program not supported by the City

- Broken machines
 - Isolated/ no City representation/ involvement (as there is in other cities)
 - The bingo committee comes up with ideas and solutions that are often “shot down” (i.e. donations for snacks, coffee, repair of machines)
 - Chairs breaking/need replacing
 - Feel like they are last in line and just get what’s left from the City
3. Senior Fitness program outdoors during the day +1
 4. More Senior entertainment
 - More socialization
 - Senior Wine Stroll
 - Senior shopping days
 - Senior parties
 5. Computer Trade-in program
 6. Handyman services and resources
 - Residence (free/discount)
 7. Books to Seniors
 8. Driving school
 9. Senior employment
 10. Open forum and ongoing support group to address adjusting to retirement
 11. Discussion/support group for health issues led by a healthcare professional

Senior Center Facility Issues - (18 recorded comments)

1. Limited space for activities and programs at Senior Center +2
 - No place for Seniors to hang out
2. Center will not accommodate the “baby boomers”
3. Limited parking around centers
4. It’s always cold or hot in the Senior Center, no happy medium.
5. Placing Seniors outside for classes in the hot summer
6. Malfunctioning equipment at Senior Center- e.g. Bingo board
7. More Senior Center hours- increase days/hours +3
8. Full-time staff at Senior Center to handle issues
9. Classes at Rec Center: space (limited room) i.e. Exercise class +1
 - More would attend if the room accommodated more people than 45 (Community Center might be better?)
 - Currently people are being turned away

Senior Center Classes (11 recorded comments)

1. Education classes for Seniors: Unknown if the City has them - reading/writing/ computers
2. Seminars
3. Speaker addressing retirement issues
4. Offering “How To” classes
5. Classes on services that are available:
 - Internet
 - Cell phones
6. Afternoon classes (i.e. fitness)
7. Water Aerobics classes
8. Educational enrichment classes:
 - Budgeting/ financial classes
 - Community services offered
 - Health services

Senior Center Fairs (1 recorded comment)

1. More health events

Government Specific Comments:

Public/Home Safety: (49 recorded comments)

1. Safety for Seniors: homes, community, education, response, Neighborhood Watch
2. Training on how to act when encountering a dog (for safety, how to handle citations in the City)
3. ADA Access for people on scooters
4. Crosswalk Safety- length of time for crossing
5. Visibility of unmarked scooters to vehicles
6. Increased neighborhood watch programs- Senior safety
7. Tree trimming- Safety issue, blocks stop signs, lights, etc.
8. In home safety assessment
9. Neighborhood street lights +1
 - Not bright enough +2
 - Not replaced
 - Trees blocking lights
 - Need more +1
 - Streets too dark at night +1
 - Feels unsafe +1
 - Lights out for months +1
 - Light repair

- Don't know who/where to call about street lights +1
10. Sidewalks
 - ADA accessibility throughout the city
 - Need repairs due to tree damage
 - In older parts of town sidewalks are cracked and unsafe
 11. Lack of security/ police patrols
 12. Increase of crimes against seniors
 13. Lack of security/ police patrols
 - Increase of crimes against seniors
 - Slow response time +1
 14. Seniors are vulnerable and uneducated about online safety
 15. Felt unsafe - phone scams, door-to-door, etc.
 16. Beggars removed from the street/ solicitor/ safety issues
 17. Homeless: Services for homeless
 - Housing/ communication
 18. Parking (limited/ Layout)
 - Handicapped (10th St) businesses
 - Verification/ misuse of disabled parking
 - Not enough disabled parking at the senior center and medical centers
 - Lack of disabled and senior parking at 10th and Central near Reich's
 - Tracy Inn, Downtown area (install cameras)
 - Not close to bus
 - Enforcement of parking- extra patrol

Community of Tracy Amenities/Concerns (24 recorded comments)

1. More Senior housing: retired living, Senior apartments, communities like Del Webb +2
2. Low income senior housing +1
3. Low income in-home care
4. More affordable assisted-living facilities for Seniors
5. More nursing homes needed; difficult for family and friends to visit people in an out-of town home
6. Need more doctors in Tracy; more who specialize in geriatrics
7. Designated senior walking routes (bikes, scooter, etc.)
8. Designated Senior parking citywide that is non- handicapped (at mall, Grand Theatre, etc.) +1
9. Summer cultural programs need to last longer than 6 weeks (i.e. Concerts in the Parks)
10. More locations to get food- especially south Tracy

11. Network of services that are available in the community
12. Garbage services for fall and spring clean up
13. Leaf pick-up – start earlier
14. Water Services: Look at program to help the Seniors maintain their yards
15. Shopping exchanges- business to provide early hours for Seniors
16. People sleeping on the street
 - Their pets too
 - Very cold out
 - Hungry
 - No resources/ not enough for homeless- no soup kitchens no co-ed homeless shelters
8. Inadequate planning process for Senior population of a rapidly growing city
9. Disconnect between generation: Seniors feeling isolated and separate from general population (i.e. Senior events)
10. Seniors feel disconnected from Mayor, City Council, and Department Heads. Feel like those people don't know what's really going on at Senior Center because they don't ever go over there or engage.
11. Sensitivity by City towards active Tracy Senior Citizens Club, Inc. inclusions
12. Community changing quickly and what the future will look like

Transportation - (11 recorded comments)

1. Lack of public transportation on Sunday
2. Not enough bike paths
3. TRACER Para-transit - scheduling, more information
4. Bus line/ services
5. Communication about bus services they provide
6. Para-transit vehicle is embarrassing to be identified with and guidelines are very stringent
7. Public transportation:
 - Inadequate routes and stops
 - People are limited as to how much stuff they can bring on board
 - Especially problematic regarding Interfaith ministries users and Larch Clover Community Center
 - Unused bus stop at Interfaith is needed

County/State/Federal Programs (5 recorded comment)

1. County Ombudsman Services/ Senior Advocates 800-510-2020
2. County-provided meal programs don't meet all needs (schedule conflicts)
3. Improved food quality

4. Variety of food in food programs
5. Senior Center lunches provided by the County program are not great quality or quantity- often run out of food

General Comments:

Communication/Informational Material (23 recorded comments)

1. Group states lack of communication to be a priority
2. Relaying program information- communication blocked or lack of
3. Limited communication
4. Lack of information getting to seniors about existing programs, services, events, activities, etc.
5. Need thorough, frequent, timely, different formats (email, newsletter, newspaper, etc.), information to county residence
6. Community calendar
7. Directory (i.e. green HSA book)
8. Referral system: Information on services, transportation, etc.
9. Water services: Increase communication of other services, relating to the upkeep of yards
10. Communications frequency, methods of distribution, thoroughness, information to families of Seniors
11. Communication is not marketed in a way seniors can receive/digest it.
12. Communicate with families and caregivers?
13. Communication in written form (newspaper)
14. Inadequate PR/information? Communication from City to Seniors about existing programs and resources
 - Not solely computer based; they like talking to a real live person
15. Lack of face time with city with complaints/ concerns
 - Even when registering for activities
 - Frequently directed to the internet- many seniors have no access
 - No website for Lolly Hansen Senior Center- which most consider the center for senior activities
16. Not consistent (Tracy Press)
17. Flyer
18. Networking
19. Hospitals

-
1. Observation from Senior Steering Committee member : Communication – Translators, provide materials in various languages

Care-Giving Needs (9 recorded comments)

1. Outreach to homebound Seniors
2. Lack of Senior daycare in Tracy- (Drop-In Centers) Alzheimer's daycare (i.e. Valley Oak Respite Care Center, Danville Congregational Church) +1
3. Lack of respite care for caregivers, find out more +2
4. Like to receive more help finding home healthcare (esp. nonprofit) such as a resource center to help guide families through options
5. Lack of support group for caregivers: Are there any? How would they know?
6. Counseling services: For caregivers- emotional support and mental help

Volunteer Programs (9 recorded comments)

1. Not open to volunteer's – "Allow us to give back"
2. Home maintenance assistance
3. Senior employment exchange- use skills to help other seniors- use as employment agency +2
4. Volunteer opportunities for Seniors: Tracy Caregivers
5. Need more programs like Tracy Caregivers
6. Volunteer shuttle service
7. Senior visits

Discounts and Scholarships (3 recorded comments)

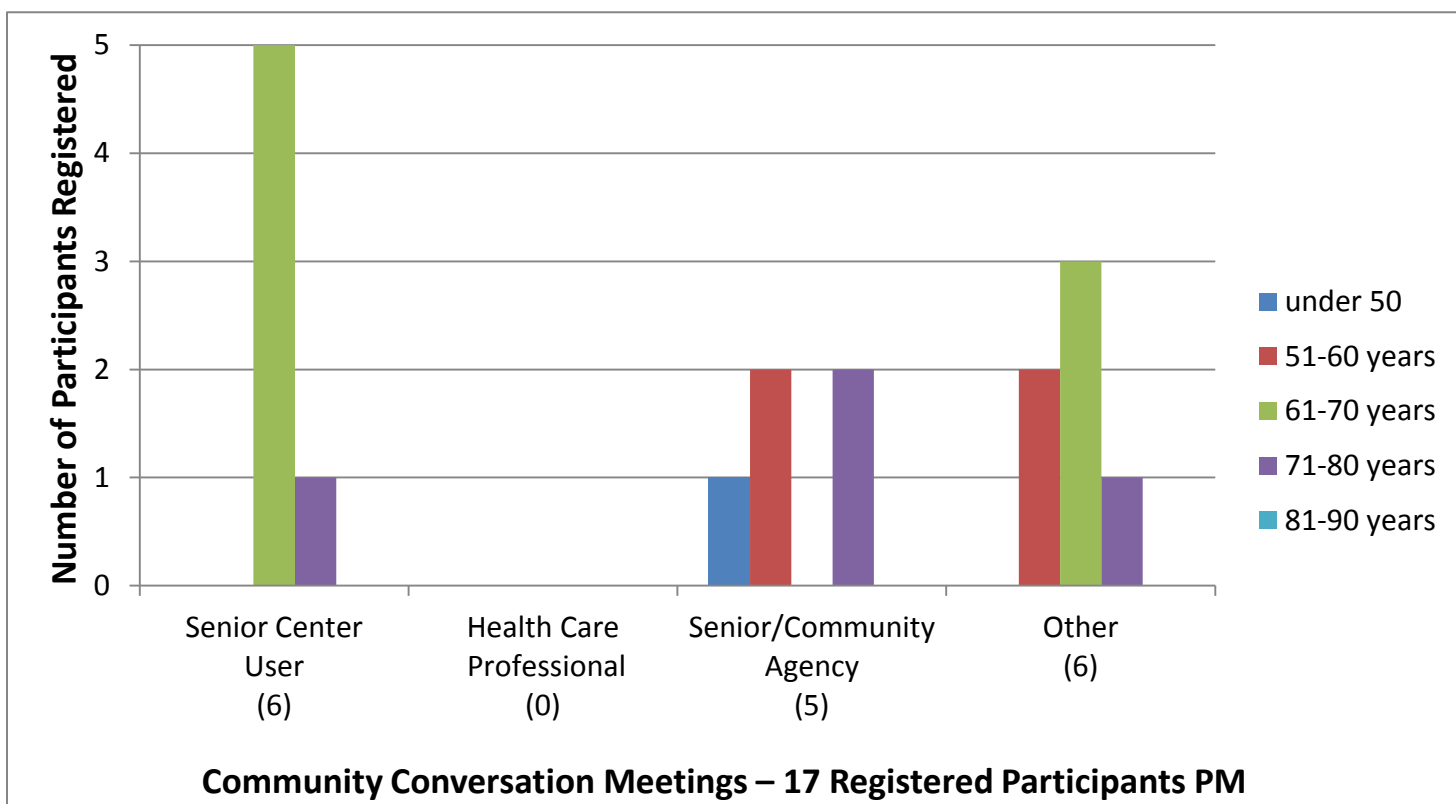
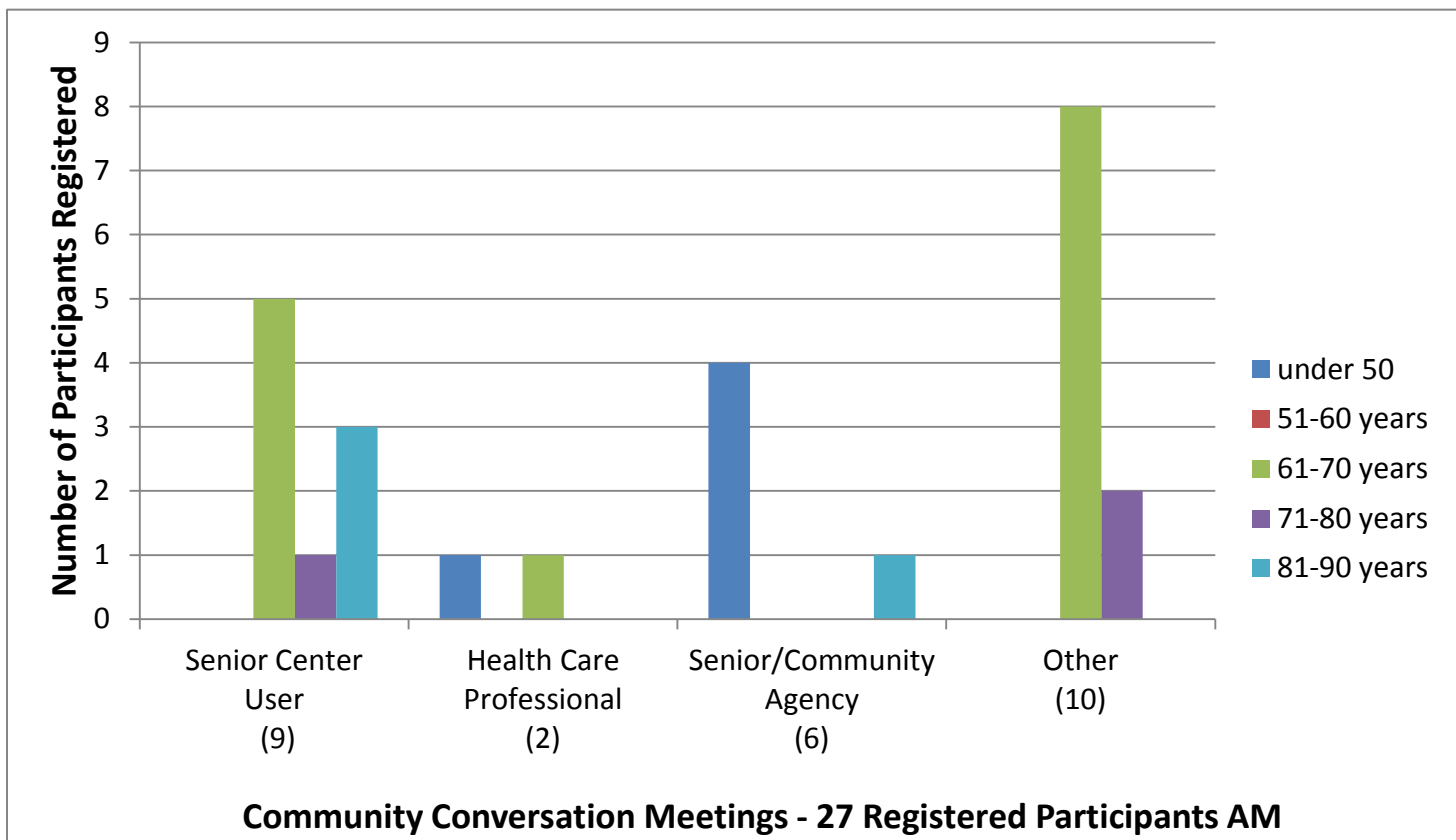
1. Water services: Discount for the Seniors, grant/scholarships
2. Transportation: Need aid for lower-income Seniors
3. Available discounts for Seniors

Submitted by

Elaine Schmitz

Facilitator, The Consulting Team

**Senior Community Conversation Meetings
December 9, 2013
Registered Participants**



CITY OF TRACY

Community Conversation Meeting

MEETING MINUTES

12 / 09 / 2013
10:00 a.m. – 11:30 a.m.
Tracy Community Center

1. Call to Order:

The meeting was called to order by Staff Jauregui at 10:06 a.m.

2. Roll Call:

A. Present: Facilitator Elaine Schmitz; Staff Scarlata, Staff Jauregui, Staff Arganbright, Staff Geibig, Community Representative Bill Aragon, Commissioner Gouveia, Community Representative Cynthia Gustafson, Commissioner Daniel Ramey, Community Representative Brent Riddle, Commissioner Sangha, Commissioner Silveira, Facilitator Staff Lovell, Facilitator Staff Contreras, Facilitator Staff Mendoza, Facilitator Staff Peterson

B. Absent: None

C. Tardy: None

D. Attendees: 27 completed sign-in sheets, 6 declined to sign-in

3. Items from the Audience:

None

4. Community Conversation Meeting:

Facilitator Schmitz addressed the audience with how the Community Conversations are going to run. She explained that there were going to be a series of discussions about city wide issues that involve Seniors. She explained that she wanted the audience to focus on senior needs, current limitations and what issues seniors have. The purpose of these meetings is to gather information that will be compiled and given to the Parks and Community Services Commission and City Council at a joint meeting.

The first section of the meeting was to ask the group what are the strengths of the city wide senior services what is currently working in the City of Tracy? Below is the list:

1. Fitness Program at the Senior Center
2. Activity Guides for the Recreation Division
3. Bingo

4. Health Fairs and Resource Fairs where they can receive, free Screenings, equipment and
5. resources. Community Businesses participate and showcase what is available in the community.
6. AARP Driving Classes
7. Ukulele Class
8. Community Resource Guide
9. Tracy Volunteer Caregivers
10. Are You OK? Program
11. TRACER
12. San Joaquin County Lunches- Social aspect, food itself and the reasonable cost
13. Meals On Wheels
14. Brown Bag twice a month on the 1st and 3rd Wednesday
15. Mobile Farmers Market- once a month on the 4th Wednesday
16. Drug Take Back Program- twice a year to dispose of old prescriptions
17. Senior Discounts
18. Senior Scholarship Program- \$40,000 grant for seniors to use for Recreation Classes and Programming, Each senior who is eligible received \$150.00 in funds.
19. Neighborhood Watch Programs
20. Tracy mall Walking Program- The mall opens early so Seniors can exercise by walking in the mall
21. Girls Night Out! Event
22. Line Dancing Class
23. Craft Classes
24. Senior Awareness Day at Mickey's Grove
25. Free Transportation to Senior Awareness Day at Mickey's Grove
26. Health Support Groups
27. Free Tax Preparation for Seniors
28. Paralegal Aid twice a month at the Senior Center
29. ICAP Program- Federal Program that explains the different Medicare Plans
30. Senior Trips- 3 times a year

Once the first section concluded, the audience was broken up into four discussion groups. They were then asked to discuss the current issues, needs, limitation and concerns for seniors. They were asked to try not to suggest solutions. If they do suggest a solution they were told that the group facilitator will ask them clarifying questions to identify the issues. Once an issue is identified it will be placed on the flip chart. All of these issues will then be compiled together and will be used in the report that will be presented to the Parks and Community Services Commission and City Council in a joint meeting.

Below are the lists from the four different groups:

Group 1 – Facilitator Staff Contreras

1. Relaying Program Information- Communication Blocked or lack of
2. Outreach to Home Bound Seniors
3. Limited Communication
4. Home Maintenance Assistance
5. Retired Living, Senior Apartments, Affordable Living
6. ADA Access for people on Scooters
7. Crosswalk Safety- Length of time for crossing
8. Visibility of unmarked scooters to vehicles
9. Neighborhood Street lights- not bright enough – Not replaced
10. Increased neighborhood watch programs- Senior Safety
11. Malfunctioning equipment at Senior Center- Bingo Board
12. Not enough Senior Center Hours- increase Day/ Hours
13. Lack of Senior Daycare in Tracy- (Drop-In Centers) Alzheimer’s Daycare
14. Lack of Respite Care for Caregivers
15. Ombudsman Services/ Senior Advocates 800-510-2020
16. Lack of Public Transportation on Sunday
17. Limited Floor space for activities at Senior Center
18. Limited Parking around Centers
19. Not enough Bike Paths
20. Sensitivity by City towards active Tracy Senior Citizens Club, Inc. inclusions
21. Not open to Volunteer’s – “Allow us to give back”
22. Community Calendar
23. More Trips

Group 2 – Facilitator Staff Lovell

1. Communication: Thorough, frequent, timely, different formats (email, newsletter, newspaper, etc.), information to county residence
2. Hours of operations at Senior Center – Need more
3. Not enough space at Senior Center – Need more space for programming
4. Full-Time staff at Senior Center to handle issues
5. Designated Senior Parking City wide that is non- handicapped (at mall, Grand Theater, Etc.)
6. Meal programs don’t meet all needs (schedule conflicts)
7. TRACER Para transit- Scheduling, more information
8. Street Lights- Not bright enough, trees blocking lights, need more
9. Leaf pick-up – Start earlier
10. Tree Trimming- Safety Issue, blocks stop signs, lights, etc.

11. More Senior Housing- Communities like Del Webb
12. Variety of food in food programs
13. More locations to get food- especially south Tracy
14. Senior Fitness program outdoors during the day
15. More health events
16. More Senior Entertainment
 - Socialization
 - Senior Wine Stroll
 - Senior Shopping Days
 - Senior Parties
17. Senior Employment exchange- use skills to help other seniors- use as employment agency
18. Computer Trade in Program
19. Shopping exchanges- Business to provide early hours for seniors
20. In home safety assessment

Group 3 Facilitator Staff Peterson

1. Lack of Senior daycare- to provide relief for care takers/ respite care center (i.e. Valley Oak Respite Care Center, Danville Congregational Church) and to keep senior in social memory care assistance
2. Like to receive more help finding home health care (esp. nonprofit) such as a resource center to help guide families through options
3. Lack of disabled and senior parking at 10th and Central near Reich's
4. Streets too dark at night
 - Feels unsafe
 - Lights out for months
 - Lack of security/ police patrols
 - Increase of crimes against seniors
 - Slow response time
 - Don't know who/where to call about street lights
5. In older parts of town sidewalks are cracked and unsafe
6. Senior Center too small- no place for seniors to hang out
7. People sleeping on the street
 - Their pets too
 - Very cold out
 - Hungry
 - No resources/ not enough for homeless- no soup kitchens no co-ed homeless shelters
8. Lack of face time with city with complaints/ concerns
 - Even when registering for activities
 - Frequently directed to the internet- many seniors have no access

- No website for Lolly Hansen Senior Center- which most consider the center for senior activities
- 9. Group states lack of communication to be a priority
- 10. Inadequate planning process for Senior Population of a Rapidly growing City
- 11. Inadequate PR/Information? Communication from City to Seniors about existing programs and resources
 - Not solely computer based
 - They like talking to a real live person
- 12. Lack of support group for caregivers
 - Are there any?
 - How would they know?
- 13. Communication is not marketed in a way seniors can receive/ digest it. Communicate with families and caregivers?
- 14. Disconnect between generation: Seniors feeling isolated and separate from general population (i.e. Senior Events)

Group 4 Facilitator Mendoza

1. Communication
 - Not consistent (Tracy Press)
 - Flyer
 - Networking
 - Hospitals
2. Parking (limited/ Layout)
 - Handicapped (10th St) businesses
 - Tracy Inn Downtown Area (install Cameras)
 - Not close to bus
 - Enforcement of parking- extra patrol
3. Transportation
 - Bus line/ Services
 - Communication about bus services they provide
4. Beggars removed from the street/ Solicitor/ Safety issues
5. Classes at Rec Center
 - Space (Limited room) i.e. Exercise class
6. Homeless
 - Services for homeless
 - Housing/ Communication
7. Education Classes for Seniors
 - Unknown if the City has them- Reading/ Writing/ Computers
8. Lighting

- Street
- Light repair
- equipment

9. Water Services

- Discount for the Seniors
- Look at program to help the Seniors maintain their yards
- Grant/ Scholarships
- Increase communication of other services, relating to the upkeep of yards

10. Volunteer opportunities for Seniors

- Tracy Caregivers

All of the information from this meeting will be written word for word and included in Facilitator Schmidt's report. This report is being assembled so that it can be presented to the Parks and Community Services Commission and City Council at a joint meeting. The information will be presented to City Council at their workshop before the City Council meeting on February 4, 2014. The workshop will be at 5:00 p.m.

Everyone who completed a sign in sheet will be contacted prior to the workshop announcing the time, place and location. It is a public meeting and anyone is welcome to attend.

5. Adjournment:

The meeting was adjourned by Staff Jauregui at 11:27 a.m.

CITY OF TRACY

Community Conversation Meeting

MEETING MINUTES

12 / 09 / 2013
6:00 p.m. – 7:30 p.m.
Tracy Community
Center

6. Call to Order:

The meeting was called to order by Staff Jauregui at 6:10 p.m.

7. Roll Call:

E. Present: Facilitator Elaine Schmitz; Staff Scarlata, Staff Jauregui, Staff Arganbright, Staff Geibig, Community Representative Bill Aragon, Commissioner Gouveia, Community Representative Cynthia Gustafson, Community Representative Brent Riddle, Commissioner Sangha, Commissioner Silveira, Facilitator Staff Lovell, Facilitator Staff Contreras, Facilitator Staff Mendoza, Facilitator Staff Peterson

F. Absent: None

G. Tardy: None

H. Attendees: 18 completed sign-in sheets, 0 declined to sign in

8. Items from the Audience:

None

9. Preplanning Community Conversation Meeting:

Facilitator Schmitz addressed the audience with how the Community Conversation is going to run. She explained that there were going to be a series of discussions about city wide issues that involve seniors. The first part focused on the strengths of the senior services city wide. These are the programs and services that are important to seniors and that seniors will want to continue or want to have more of. The focus of the second part is the needs, current limitations and issues that are facing Seniors in Tracy. The third part was to allow the groups to view what everyone else had written and provide feedback on about the Community Conversation. Facilitator Schmitz explained that the purpose of the meetings is to compile information that will be presented to the Parks and Community Services Commission and City Council at a joint meeting.

The first section of the meeting established the strength of senior city wide services in Tracy. Below is a list of items that are currently working in Tracy:

31. Senior Center

- Televised announcements on Channel 26
- Programs and seminars

32. Astoria Gardens/ Heritage Place- Senior Assisted living facilities

33. Tracy Interfaith
34. Senior Trips – (want more)
35. TRACER (in particular para-transit)
36. Fitness Program at the Senior Center (want more)
37. Craft Classes
38. Meals On Wheels
39. HICAPP Program- Federal Program that explains the different Medicare Plans
40. Free Tax Help
41. Lawyers in the library program
42. Classes at the Grand
 - Scholarship program available for Seniors that can be used for recreation programing and cultural arts programing
43. Outside recreation facilities
44. Good Shopping
45. Grand Theatre
46. Movie Theater
47. Farmers Market
48. Bingo
49. Downtown Area (especially coffee shops)
50. Tracy Museum
51. City supported volunteer organization that seniors join
52. Health Fairs and Resource Fairs
53. Veteran Organization
 - Weekly Jam sessions
 - Monthly dinners
54. Tracy Municipal Airport

Once the first section concluded Facilitator Schmitz split the audience into three discussion groups. These groups were then asked to discuss the current issues, needs, limitation and concerns for seniors. They were asked to try not to suggest solutions. If they do suggest a solution Facilitator Schmitz explained that the group facilitator will ask clarifying questions to identify the actual issues. Once an issue is identified it will be placed on the flip chart. All of these issues will then be compiled together and will be used in the report that will be presented to Parks and Community Services Commission and City Council at a joint meeting.

Group 1 - Facilitator Staff Lovell

1. Communication
 - Frequency
 - Methods of distribution
 - Thoroughness
 - Information to families of Seniors

2. Educational enrichment classes
 - Budgeting/ financial classes
 - Community services offered
 - Health services
 - Etc.
3. Referral System
 - Information on services, transportation, etc.
4. More physical space at the senior center
5. Afternoon classes (i.e. fitness)
6. Water Aerobics classes
7. Senior housing (i.e. Del Webb)
8. Improved food quality
9. Low income in-home care
10. Employment exchange program (so seniors can use their skills)
11. Books to seniors
12. Senior Visits
13. Driving School
14. Volunteer shuttle service
15. Service appointments for non-seniors to help seniors
16. Senior employment
17. Low income senior housing
18. Outdoor fitness program
19. Street lights
 - Brighter
 - More of them
20. Sidewalks
 - ADA accessibility throughout the city
 - Need repairs due to tree damage
21. Designated senior walking routes (bikes, scooter, etc.)
22. More senior designated parking

Group 2 - Facilitator Dele

1. Exercise areas too small
 - More would attend if the room accommodated more people than 45 (community center might be better?)
 - Currently people are being turned away
2. Bingo Game Program
 - Not supported by the City
 - Broken machines
 - Isolated/ No City representation/ Involvement (as there is in other cities)

- The bingo committee comes up with ideas and solutions that are often “shot down” (i.e. donations for snacks, coffee, repair of machines)
 - Chair breaking/ need replacing
 - Feel like they are last in line and just get what’s left from the City
3. Senior feel disconnected from Mayor, City Council, Department Heads
 - Feel like those people don’t know what’s really going on at Senior Center because they don’t ever go over there or engage.
 4. It’s always cold or hot in the senior center. No happy medium.
 5. Public Transportation
 - Inadequate routes and stops
 - Need aid for lower-income seniors
 - People are limited as to how much stuff they can bring on board
 - Especially problematic regarding interfaith ministries users and larch clover community center
 - Unused bus stop at interfaith is needed
 6. Lack of information getting to seniors about existing programs, services, events, activities, etc.
 7. Lunches at Senior Center are not great quality or quantity- often run out of food
 8. Seniors are vulnerable and uneducated about online safety
 9. Felt unsafe -phone scams, door to door, etc.
 10. Verification/ misuse of disabled parking
 11. Not enough disabled parking at the senior center and medical centers

Group 3 Facilitator Mendoza

1. Find out more about respite caregivers
2. Training on how to act when encountering a dog (for safety, how to handle citations in the City)
3. Safety for Seniors
 - Homes
 - Community
 - Education
 - Response
 - Neighborhood watch
4. Services
 - Handyman
 - Resources
 - Residence (free/ discount)
5. Communication
 - Written form (newspaper)
 - Directory (i.e. Green HSA book)
6. Counseling services
 - For caregivers- emotional support
 - Mental help

7. Network of services that are available in the community
8. Seminars
9. Classes on services that are available
 - Internet
 - Cell phones
10. Offering “How To” classes
11. Available discounts for seniors
12. Lighting in neighborhoods
13. Summer programs need to last longer than 6 weeks (i.e. Concerts in the Parks)
14. Garbage services for fall and spring clean up

After the small groups the seniors were then asked to go around and view what the other groups had come up with so they can see the similar and different needs for seniors in the community. After the audience had viewed the information Facilitator Schmitz asked for comments about the Community Conversations. The comments are listed below:

- There was not enough time.
- Liked how the information was left on the resource table about the different senior activities provided by the county.
- Is there is resource guide for just Tracy? There is a South San Joaquin Toolbox that covers Tracy, Lathrop and Manteca.
- Can there be a Saturday morning City Council meeting once a month so that seniors can attend?

Facilitator Schmitz also invited everyone to attend the City Council Workshop on February 4, 2014 at 5:00 p.m. which is where the report will be presented and discussed. Everyone who completed the sign-in sheet will be sent a reminder about the meeting so that they can attend if they choose to.

10. Adjournment:

The meeting was adjourned by Staff Jauregui at 7:28 p.m..